

# **Pleiades Leisure Limited (PLL Group) – Activities Terms & Conditions**

Effective Date: 8th September 2025

Company Name: Pleiades Leisure Limited (PLL Group)

Registered Office: 3 Anchor Crescent, Knaphill, Woking, GU21 2PD

## **1. Introduction**

When you make a booking with Pleiades Leisure Limited (“PLL”, “we”, “us”), you agree to these Terms & Conditions. They outline what you can expect from us and what we expect from you. Please read them carefully before booking.

## **2. Services Offered**

PLL provides a range of children’s activity programmes, including but not limited to:

- Before School Clubs (Extra-Curricular and Care)
- After School Clubs (Extra-Curricular and Care)
- PPA Cover and Curriculum PE Support
- Saturday Soccer Clubs
- Holiday Camps
- SkillZone Soccer Camps

Details of each programme, including current prices and available venues, can be found on our website [www.PLLGroup.co.uk](http://www.PLLGroup.co.uk). Please note that not all activities are available at every venue.

## **3. Bookings**

Bookings are accepted on a first-come, first-served basis and must be made online via the PLL website.

- Bookings are not confirmed until full payment is received.
- We do not accept bookings by phone or reserve places without payment.
- It is your responsibility to check your booking confirmation carefully and notify us of any errors within 5 days of receipt.
- On-the-day registrations may be accepted subject to availability and must also be notified by email to [info@PLLGroup.co.uk](mailto:info@PLLGroup.co.uk).

## **4. Prices & Payment**

- Prices are correct at the time of publication but may change before the start of a programme.
- We accept credit/debit cards and childcare vouchers for selected services.
- All childcare voucher payments must be released within 24 hours of booking.
- Bookings are confirmed only once payment has been received in full.

- Returned or failed payments will incur any related bank charges, which must be covered by the customer.
- PLL is not responsible for unauthorised or delayed childcare voucher payments.

## 5. Discounts & Promotions

- Promotional and discount codes apply only to Holiday Clubs, unless otherwise stated.
- Each code may be used once per customer and cannot be combined with other offers.
- Promotions are subject to availability and may be withdrawn at any time, with immediate effect.

## 6. Changes & Cancellations

### 6.1 By You

- Changes to a booking must be requested by email to [info@PLLGroup.co.uk](mailto:info@PLLGroup.co.uk).
- We will try to accommodate changes but cannot guarantee them.
- Price differences resulting from changes must be settled before the booking is confirmed.
- Bookings may be changed due to illness or injury only if notice is received within 48 hours of the affected session starting, and must be transferred to a like-for-like session within the same term. All credits are at the sole discretion of PLL Group.

### 6.2 By PLL

- If PLL cancels a programme for reasons within our control, you will be offered a full refund or a credit note.
- If a club is cancelled due to circumstances beyond our control (e.g., bad weather, school closure, industrial action, or force majeure), we cannot guarantee that a refund or credit will be issued.

## 7. Attendance, Arrival & Collection

- Children must not arrive more than 15 minutes before the start time.
- Late arrivals may be refused entry at our discretion.
- Parents/guardians must collect children promptly at the session end time.
- A late collection fee of £10 per 10 minutes (or part thereof) will be charged.
- Children will only be released to authorised adults, or to others if written consent is provided in advance. **All authorised adults collecting children must use the child's unique 4 digit PIN number.**

## 8. Behaviour & Exclusion

- We expect all children to behave respectfully and safely.
- PLL reserves the right to exclude any child whose behaviour is unacceptable, including bullying, aggression, or discrimination.
- Exclusion will not result in any refund or credit.
- Transport home after exclusion is the parent's responsibility.

## **9. Health, Safety & Medical**

- Parents/guardians must inform PLL at booking of any medical conditions, allergies, medication, or additional needs.
- Failure to disclose relevant information may result in exclusion without refund.
- First aid will be administered where necessary, and emergency services may be called if required.
- EpiPens and medication will only be administered with written parental consent and an accompanying medication form.
- Sick or infectious children must remain at home for 48 hours after symptoms end.

## **10. Safeguarding & Welfare**

PLL staff have a legal duty to report any safeguarding concerns. All concerns are managed in accordance with our Safeguarding Children Policy, available on request. All staff hold an enhanced DBS check.

## **11. Equal Opportunities**

PLL welcomes all children regardless of gender, race, religion, or ability. We operate a zero-tolerance policy on discrimination or bullying. If a child requires one-to-one support, this must be discussed with PLL in advance. External one-to-one carers are welcome, subject to suitability checks.

## **12. Lost Property & Personal Items**

Children must not bring valuables, mobile phones, or electronic devices. PLL is not liable for lost, stolen, or damaged belongings. Unclaimed lost property will be kept for three weeks and then donated to charity.

## **13. Photography**

PLL occasionally takes photos for promotional purposes. Parents may opt out in writing at the time of booking or before the session begins.

## **14. Liability**

PLL accepts no liability for loss, damage, injury, or death unless directly caused by our proven negligence. We are not responsible for injuries arising from undisclosed medical conditions or incorrect information on booking forms. Venues and facilities used by PLL are not liable for any loss or injury sustained during attendance.

## **15. Insurance**

All participants are covered under PLL's Public Liability Insurance.

## **16. Data Protection**

PLL complies with the UK Data Protection Act and GDPR. Your data will only be used to manage your bookings and inform you of future activities. You may opt out of communications at any time.

## **17. Complaints Procedure**

We aim to deliver the highest standards of care and instruction. If you have a concern or complaint:

1. Speak to the Site Leader or Club Coach immediately.
2. If unresolved, contact Head Office at 01483 270160 or email [robbie@PIIGroup.co.uk](mailto:robbie@PIIGroup.co.uk).
3. Formal complaints can be made in writing to the Managing Director, Pleiades Leisure Ltd, 3 Anchor Crescent, Knaphill, Woking GU21 2PD.

All complaints are treated seriously and confidentially.

## **18. Amendments**

These Terms & Conditions are correct at the time of publication but may be updated.